



SHEET 1 OF 3

FORM PTO-1449 U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE INFORMATION DISCLOSURE STATEMENT (Use several sheets if necessary)	ATTY. DOCKET NO. 3354-9	SERIAL NO. 09/713,966
	APPLICANT WING et al.	
	FILING DATE November 15, 2000	GROUP ART

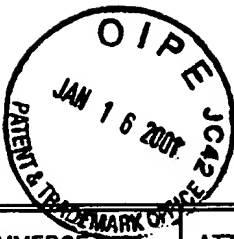
U.S. PATENT DOCUMENTS

*EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUB CLASS	FILING DATE IF APPROP.
MAS	AA	5,996,073	11/30/99	LEE et al.	713	1	
	AB	5,926,621	7/20/99	SCHWARZ et al.	395	183.02	
	AC	5,878,257	3/2/99	NOOKALA et al.	395	652	
	AD	5,815,652	9/29/98	OTE et al.	395	183.07	
	AE	5,797,135	8/18/98	WHALEN et al.	706	53	
	AF	5,732,268	3/24/98	BIZARRI	395	652	
	AG	5,455,933	10/3/95	SCHIEVE et al.	395	183.03	
	AH	5,388,252	2/7/95	DRESTE et al.	395	575	
MAS	AI	5,367,667	11/22/94	WAHLQUIST et al.	395	575	

FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUB CLASS	TRANSLATION	
							YES	NO

EXAMINER M. A. Biddley	DATE CONSIDERED 03/31/09
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SHEET 2 OF 3

FORM PTO-1449 U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE INFORMATION DISCLOSURE STATEMENT (Use several sheets if necessary)	ATTY. DOCKET NO. 3354-9	SERIAL NO. 09/713,966
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OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)

MAS	AJ	PC-Doctor, Inc., Product Information, <i>PC-Doctor for Windows Product Overview</i> [Online] http://www.ws.com/products , printed October 9, 2000, copyright 1995-2000.
	AK	Motive Communications, Inc., brochure entitled <i>Motive-Powered e-Service: The Complete Solution for Business Applications</i> , copyright 2000.
	AL	Motive Communications, Inc., brochure entitled <i>Motive-Powered e-Service: The Complete Solution for IT</i> , copyright 2000.
	AM	Motive Communications, Inc., Product Information, <i>Motive Solo</i> , printed October 9, 2000, copyright 1998-2000.
	AN	Support.com, Inc., Product Information [Online] http://www.support.com/solutions/products , printed October 9, 2000, copyright 2000.
	AO	Motive Communications, Inc., Resource Center page [Online] http://www.motive.com/library/labindex.asp , printed November 30, 1999, copyright 1998-1999.
	AP	Lyons, Daniel, <i>Computer, Heal Thyself</i> [Online] http://www.forbes.com/forbes/99/1115/6412238a.htm , printed November 30, 1999.
	AQ	Motive Communications, Inc., <i>Spotlight on Motive & Dell</i> [Online] http://www.motive.com/dellspotlight , printed November 30, 1999.
	AR	Dell Computer Corporation, <i>The Dell -E Support Story</i> [Online] http://www.dell.com/us/en/biz/services/esupport_1_about.htm , printed November 30, 1999, copyright 1999.
	AS	Levin, Carol, <i>Self-Service Repairs</i> , ZD Net PC Magazine Trends [Online] http://www.zdnet.com/pcmag/stories/trends/0,7607,2311756,00.html , printed November 30, 1999, copyright 1999.
	AT	Motive Communications, Inc., <i>Motive Software to Power Gateway's Next-Generation E-Support</i> [Online] http://www.motive.com/who/news_press_gateway.html , printed September 20, 1999, copyright 1998-1999.
	AU	IET - Intelligent Electronics, <i>Techmate ITM Intelligent Troubleshooting Manual Overview and Section 3, Enterprise Architecture</i> , [Online] http://www.iet-techmate.com/ttst.html , printed September 15, 1999, copyright 1998-1999.
	AV	Sehmi, Arvindra et al., <i>WebLS: A Custom Prolog Rule Engine for Providing Web-Based Tech Support</i> [Online] http://clement.info.umoncton.ca/~lpnet/lp-internet/amzi/lspap.html , printed September 15, 1999.
	AW	Werbach, Kevin, <i>Making Software Work Better, Rescue</i> [Online] http://www.rescueme.net/pressroom/dec02.html , printed September 15, 1999, copyright 1998.
MAS	AX	Motive Communications, Inc., <i>Motive Duet Named "Most Innovative" Technical Support Tool of 1999 by IT Support News Magazine</i> [Online] http://www.motive.com/who/news_press_award.html , printed November 30, 1999, copyright August 24, 1999

EXAMINER MASiddiquy	DATE CONSIDERED 03/31/04
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